



“A STUDY ON JOB SATISFACTION AMONG THE EMPLOYEE IN THE NATWEST GROUP”

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ABSTRACT

The study is undergone at NATWEST GROUP The project focuses on the employee's job satisfaction level. Job satisfaction refers to one's feelings towards one's job. If the employee's expectations are fulfilled (or) the employees get higher than what he/she feels with with satisfied. If job satisfaction increases organization commitment will increase This results in higher productivity. The main objectives of this paper are to assess the job satisfaction. to identify the effectiveness of job satisfaction and find out the several factors like personal and organizational factors influencing job satisfaction. to identify the effectiveness of job satisfaction and to find out the several factors like personal and organizational factors influencing job satisfaction of employees. In this study, 95 no's of respondents were been taken as a sample. Percentage analysis and chi-square have been incorporated for research analysis. The study helped in revealing the level of satisfaction of employees concerning the various factors provided in the organization. This study clearly shows that employees under organization are more or less satisfied with the job. The organization should consider the salary, relationship of employees and supervisors, grievance handling, and give more opportunities to the new employees.



1.1) INTRODUCTION

In the contemporary corporate landscape, the concept of job satisfaction has emerged as a pivotal element influencing employee performance, organizational commitment, and overall productivity. Job satisfaction is a multifaceted construct encompassing various dimensions such as work environment, compensation, job security, and personal fulfillment. Understanding and enhancing job satisfaction is particularly crucial in the banking sector, where employees often face high-pressure situations and demanding customer interactions. This study focuses on the NatWest Group, a prominent British banking and insurance holding company, to investigate the levels of job satisfaction among its employees and identify the key factors influencing their contentment and motivation.

The NatWest Group, with its extensive history and substantial market presence, provides an ideal setting for examining job satisfaction. The banking giant is known for its robust financial services, innovative banking solutions, and a workforce committed to maintaining its reputation for excellence. Despite these strengths, the organization faces the typical challenges of the banking industry, including regulatory pressures, technological disruptions, and the need to balance customer service with operational efficiency. These factors can significantly impact employee morale and job satisfaction, making it essential for the organization to understand and address these concerns.

The primary objective of this study is to assess the current state of job satisfaction among employees at the NatWest Group. By identifying the factors that contribute to or detract from employee satisfaction, this research aims to provide actionable insights that can help the organization enhance its workplace environment and, consequently, its overall performance. The specific objectives of the study include: evaluating the level of job satisfaction among employees, identifying the most significant determinants of job satisfaction, and proposing strategies to improve job satisfaction within the NatWest Group.

The scope of this study encompasses various dimensions of job satisfaction, including intrinsic factors such as job role, career development opportunities, and recognition, as well as extrinsic factors such as salary, benefits, and work-life balance. The research will utilize a combination of quantitative and qualitative methods, including surveys and interviews, to gather comprehensive data from a representative sample of NatWest employees across different departments and job levels.

In conclusion, this study seeks to contribute to the existing body of knowledge on job satisfaction in the banking sector by providing specific insights into the NatWest Group. The findings are expected to not only aid the management of NatWest in formulating effective employee engagement and retention strategies but also serve as a reference for other organizations aiming to enhance job satisfaction and achieve sustainable success. By addressing the critical issue of job satisfaction, this research underscores the importance of investing in human capital as a cornerstone of organizational growth and resilience.

1.2) SIGNIFICANCE OF STUDY

The significance of studying job satisfaction among employees at NatWest Group lies in its potential to drive organizational success. Firstly, understanding job satisfaction levels can help identify areas of improvement within the company, leading to enhanced employee morale and productivity. This, in turn, can contribute to higher retention rates and reduced turnover costs, crucial factors in the competitive banking industry. Secondly, a satisfied workforce tends to provide better customer service, leading to increased customer satisfaction and loyalty, which are paramount in maintaining a positive brand image and market position. Thirdly, insights from this study can guide strategic decision-making, such as targeted training programs, improved work-life balance initiatives, and effective talent management practices. Overall, by delving into job satisfaction dynamics, this study can pave the way for a more engaged, efficient, and resilient workforce at NatWest Group.

1.3) DEFINITION

In the context of your project on job satisfaction among employees in the NatWest Group, the term "definition" refers to establishing a clear understanding of what job satisfaction entails within this specific organizational context. Job satisfaction encompasses the emotional, psychological, and physical state of fulfillment and contentment that employees experience in relation to their work and the organization they work for. It includes factors such as job security, work-life balance, opportunities for growth and development, recognition, compensation, and the overall work environment.

For your project, defining job satisfaction involves not only understanding the theoretical frameworks and models that describe it but also delving into how NatWest Group employees perceive and experience job satisfaction. This definition will guide your research efforts, data collection methods, and analysis to accurately assess the level of job satisfaction, identify contributing factors, and propose recommendations for enhancing employee satisfaction within NatWest Group.

1.4) NEED OF STUDY

The need for studying job satisfaction among employees at NatWest Group stems from its crucial impact on organizational performance and employee well-being. Job satisfaction influences productivity, employee retention, and overall organizational success. In the banking sector, which is known for its demanding work environment, understanding job satisfaction becomes even more critical.

By studying job satisfaction at NatWest, we aim to:

1. Identify factors contributing to employee satisfaction or dissatisfaction.
2. Enhance employee engagement and motivation levels.
3. Improve organizational performance and competitiveness.
4. Reduce turnover rates and associated costs.
5. Develop strategies to create a positive work culture and employee experience.



This study is essential for NatWest Group to optimize its human resources, foster a supportive work environment, and align employee satisfaction with organizational goals, ultimately leading to sustainable growth and success in the banking industry.

1.5) SCOPE OF STUDY

The scope of this study encompasses a comprehensive analysis of job satisfaction among employees within the NatWest Group. It focuses on understanding the factors that contribute to or hinder job satisfaction levels, including but not limited to compensation, work-life balance, career growth opportunities, organizational culture, and job roles. The study will involve employees from various departments and levels within NatWest to ensure a representative sample.

Key aspects of the scope include:

1. .Geographical Scope.: The study will primarily focus on employees located in regions where NatWest operates significantly.
2. .Time Frame.: Data collection and analysis will be conducted within a specified time frame to provide a snapshot of job satisfaction levels.
3. .Quantitative and Qualitative Analysis.: Both quantitative data (e.g., surveys, statistical analysis) and qualitative data (e.g., interviews, open-ended responses) will be utilized to gain a comprehensive understanding.
4. .Recommendations.: The study will culminate in actionable recommendations aimed at enhancing job satisfaction and overall employee well-being within NatWest.



2.1 BANKING INDUSTRY

In the context of studying job satisfaction among employees in the NatWest Group, understanding the broader banking industry is crucial. The banking industry encompasses a diverse range of financial institutions offering services such as retail banking, investment banking, and asset management. In recent years, the industry has undergone significant transformations due to technological advancements, regulatory changes, and evolving customer expectations.

Job satisfaction within the banking sector is a multifaceted aspect influenced by various factors. These may include organizational culture, leadership styles, compensation and benefits, career development opportunities, work-life balance policies, and job security. Employee satisfaction directly impacts productivity, retention rates, and overall organizational performance, making it a critical area of focus for banks like NatWest Group.

Moreover, job satisfaction plays a vital role in shaping employee engagement, motivation, and loyalty, which are instrumental in fostering a positive work environment and driving customer satisfaction. As banks strive to adapt to dynamic market conditions and remain competitive, ensuring high levels of job satisfaction among their workforce becomes imperative for sustainable growth, innovation, and long-term success.

2.2 HISTORICAL INDUSTRY DEVELOPMENT

Historical Industry Development in the Context of Job Satisfaction at NatWest Group

The banking industry has undergone significant transformations over the centuries, shaping the job satisfaction of employees in various ways. The evolution of the banking sector, marked by technological advancements, regulatory changes, and shifts in economic landscapes, provides a comprehensive backdrop to understand the current state of job satisfaction at NatWest Group.

Early Banking and Industrialization

The origins of modern banking can be traced back to the Renaissance period in Italy, with institutions like the Medici Bank. However, the real surge in banking came with the Industrial Revolution in the 18th and 19th centuries. This period saw the establishment of several banks to cater to the growing financial needs of industrial enterprises. In the UK, the Bank of England, founded in 1694, became a model for modern central banking.

During this era, the nature of banking jobs was largely clerical, involving manual ledger keeping and customer service. Job satisfaction was influenced by factors such as job security and social status. Banks were considered prestigious places to work, and employees often enjoyed long-term careers with a single employer.



The 20th Century: Regulation and Technology

The 20th century brought about significant regulatory changes, especially following the Great Depression. The establishment of regulatory bodies aimed at ensuring financial stability also affected the working conditions in banks. The introduction of regulations such as the Glass-Steagall Act in the United States, and similar measures in the UK, aimed to separate commercial and investment banking, creating more structured work environments.

Technological advancements started to make a profound impact on the banking sector during the mid-20th century. The introduction of computers revolutionized banking operations, leading to the development of electronic banking systems. Automated teller machines (ATMs) and online banking emerged, reducing the need for manual processing and shifting the nature of bank jobs towards technology management and customer support. Job satisfaction during this period was influenced by the transition to more technologically driven roles and the need for continuous skill upgrades.

The Late 20th Century and Early 21st Century: Globalization and Digital Transformation

The late 20th century and early 21st century witnessed the globalization of the banking industry. Banks expanded their operations across borders, leading to a more competitive and dynamic industry. For NatWest Group, this period involved significant mergers and acquisitions, including the notable acquisition by The Royal Bank of Scotland (RBS) in 2000, forming one of the largest banking groups globally.

The digital transformation of banking accelerated in the early 21st century. The advent of fintech companies introduced innovative financial products and services, compelling traditional banks to adapt swiftly. NatWest Group, like its counterparts, invested heavily in digital platforms to enhance customer experiences and operational efficiency. This era saw a shift in job roles towards digital services, cybersecurity, and data analytics.

Employee job satisfaction in this period was increasingly influenced by the ability to work with cutting-edge technologies, opportunities for professional development, and the organizational culture fostered by such transformations. However, it also brought challenges such as job redundancy due to automation and the pressure to continuously adapt to new technologies.

The Modern Era: Post-Financial Crisis Adjustments and Current Trends

The 2008 financial crisis marked a pivotal point for the banking industry, leading to a wave of regulatory reforms aimed at ensuring financial stability and protecting consumers. For NatWest Group, this period involved significant restructuring, including the downsizing of global operations and a renewed focus on core banking services.

In the current era, job satisfaction is shaped by a blend of traditional and modern factors. While competitive salaries and benefits remain important, aspects such as work-life balance, corporate social responsibility, and inclusive workplace cultures have become increasingly significant.



NatWest Group has made strides in these areas by promoting flexible working arrangements, emphasizing diversity and inclusion, and engaging in sustainability initiatives.

Moreover, the COVID-19 pandemic has accelerated the adoption of remote working, further influencing job satisfaction. Employees now value flexibility and the ability to maintain a healthy work-life balance more than ever.

In conclusion, the historical development of the banking industry, marked by technological advancements, regulatory changes, globalization, and recent digital transformations, has profoundly influenced job satisfaction among employees at NatWest Group. Understanding this evolution is crucial to comprehensively address current job satisfaction issues and to implement strategies that cater to the evolving needs of the workforce.

2.3 OVERVIEW OF BANKING INDUSTRY

The banking industry serves as the cornerstone of economic activity by facilitating financial transactions, offering various services, and contributing significantly to economic growth. In the context of the project "A Study on Job Satisfaction Among the Employees in the NatWest Group," understanding the overview of the banking industry provides a crucial backdrop for assessing job satisfaction among NatWest employees.

.1. Importance of Banking Industry:. The banking sector plays a vital role in mobilizing savings and channeling them into productive investments. It provides a range of financial services such as loans, deposits, investments, and payment services, which are essential for businesses and individuals alike.

.2. Market Dynamics:. The banking industry is highly competitive and dynamic, characterized by constant innovation, regulatory changes, and technological advancements. Banks need to adapt to evolving customer preferences and industry trends to remain competitive.

.3. Regulatory Environment:. Banks operate within a stringent regulatory framework aimed at ensuring financial stability, consumer protection, and fair competition. Compliance with regulations such as Basel III, Anti-Money Laundering (AML), and Know Your Customer (KYC) norms is paramount.

.4. Technological Integration:. The advent of digital banking has revolutionized the industry, with banks adopting technologies such as mobile banking, online payments, artificial intelligence, and blockchain. These innovations enhance efficiency, accessibility, and customer experience.

.5. Market Players:. The banking sector comprises various players, including commercial banks, investment banks, credit unions, and fintech companies. Each player has distinct roles and business models contributing to the industry's overall dynamics.



.6. Challenges and Opportunities:. The banking industry faces challenges such as cybersecurity threats, regulatory complexities, and changing customer expectations. However, these challenges also present opportunities for innovation, strategic partnerships, and sustainable growth.

Understanding the broader landscape of the banking industry provides valuable insights into the factors influencing job satisfaction among NatWest employees. It allows for a comprehensive analysis of how industry dynamics, regulatory environments, technological advancements, and market competition impact employee perceptions and engagement within the NatWest Group.

2.4 GROWTH OF BANKING INDUSTRY

The growth of the banking industry is a crucial aspect to consider within the context of your project on job satisfaction among employees in the NatWest Group. The banking industry has experienced significant evolution over the years, driven by various factors such as technological advancements, regulatory changes, and shifting customer preferences.

One key area of growth in the banking industry is digital transformation. Banks like NatWest have invested heavily in digital platforms, mobile banking apps, and online services to enhance customer experience and streamline operations. This technological growth has not only improved efficiency but has also created new job roles and opportunities within the organization, contributing to employee satisfaction.

Moreover, the expansion of banking services and products has led to increased competition among financial institutions. NatWest, as a prominent player in the industry, has continuously innovated its offerings to stay competitive. This growth-oriented strategy has a direct impact on employees, providing them with a dynamic and challenging work environment that can enhance job satisfaction, particularly for those who thrive in fast-paced and evolving industries.

Furthermore, regulatory changes and compliance requirements have influenced the growth trajectory of banks. NatWest, like other banks, has adapted its operations to comply with regulations while also focusing on sustainable growth strategies. This emphasis on responsible banking practices can contribute positively to employee morale and job satisfaction, as employees are likely to feel proud of working for an institution that prioritizes ethical conduct and societal impact.



3.1 FOUNDER

NatWest has a complex history that includes several founders, including Scottish banker Alexander Shand and Thomas Smith of Nottingham:

- Alexander Shand

A Scottish banker who worked for the Japanese finance ministry in the 1860s and 1870s, advising on banking systems, lecturing, and writing textbooks. His ties to Japan remained important throughout his life.

- Thomas Smith

A cloth merchant from Nottingham who established a bank in the 1650s that eventually became the Nottingham Smiths branch of NatWest.

3.2 MEANING OF NATWEST

"NatWest" stands for National Westminster Bank, a major retail and commercial bank in the United Kingdom. Understanding the meaning of NatWest in this project involves recognizing its organizational structure, culture, and significance within the banking sector. NatWest represents a large workforce comprising diverse employees across various departments and hierarchical levels. It embodies the complexities and dynamics of a modern banking institution, including challenges related to employee engagement, performance, and well-being. By studying job satisfaction within NatWest, you aim to delve into the experiences, perceptions, and factors influencing employees' contentment and motivation within this influential banking group. This exploration not only contributes to understanding employee satisfaction in a specific organizational context but also provides insights and recommendations that can potentially benefit NatWest in enhancing its workplace environment and employee morale.

3.3 MISSION & VISION

Mission: This project strives to comprehensively explore and analyze the levels of job satisfaction among employees within the NatWest Group. By employing rigorous research methodologies and data analysis techniques, our mission is to uncover the factors that contribute to or detract from job satisfaction within this organizational context. Through this mission, we aim to provide valuable insights and recommendations that can inform strategic decisions aimed at enhancing the overall well-being and productivity of NatWest employees.

Vision: Our vision is to contribute meaningfully to the ongoing dialogue surrounding employee satisfaction and organizational effectiveness within the banking sector, using NatWest Group as a focal point. By shedding light on the dynamics of job satisfaction, we envision fostering a work environment where employees feel valued, motivated, and fulfilled in their roles. Ultimately, we aspire to facilitate positive change within NatWest and potentially influence industry-wide practices, promoting a culture of engagement, growth, and sustainable success.



3.4 NATWEST ADVANTAGE

1. **Enhanced Employee Morale:** Understanding what drives job satisfaction enables NatWest to implement strategies that boost morale, leading to a more motivated workforce.
2. **Improved Productivity:** Satisfied employees are likely to be more productive, which can positively impact the bank's bottom line.
3. **Talent Retention:** Identifying areas of dissatisfaction helps in creating targeted retention programs, reducing turnover costs and retaining top talent.
4. **Positive Brand Image:** A satisfied workforce reflects positively on NatWest's brand image, attracting both customers and prospective employees.

Ultimately, this project equips NatWest with the knowledge and tools needed to create a happier, more engaged, and successful workforce.

3.5 KEY MILESTONES

Here are some key milestones that NatWest Group has overcome or achieved throughout its history:

1. **Establishment (1968):** NatWest Group was formed through a merger of National Provincial Bank, Westminster Bank, and District Bank, creating one of the largest banks in the UK.
2. **Expansion into International Markets (1970s-1980s):** NatWest expanded its operations globally, establishing a presence in key international financial centers.
3. **Technological Innovations (1990s):** NatWest embraced technological advancements, introducing online banking services and ATMs, transforming customer banking experiences.
4. **Financial Crisis Resilience (2008):** NatWest successfully navigated the global financial crisis, maintaining stability and avoiding significant government intervention.
5. **Rebranding and Restructuring (2013):** NatWest underwent a rebranding and restructuring process to focus on core banking services and improve customer relationships.
6. **Sustainability Commitment (2019):** NatWest Group reaffirmed its commitment to sustainability, implementing initiatives to reduce carbon emissions and support environmental causes.



7. Digital Transformation (2020s): NatWest accelerated its digital transformation efforts, enhancing online platforms, adopting AI-driven solutions, and promoting fintech collaborations.

8. COVID-19 Response (2020-2021): NatWest effectively managed the challenges posed by the COVID-19 pandemic, providing support to customers and communities, and adapting its operations to remote work environments.

These milestones showcase NatWest Group's resilience, adaptability, and commitment to innovation and customer service over the years.

3.6 CORE VALUES

NatWest Group's core values encompass its foundational beliefs, guiding principles, and ethical standards that shape its culture, decisions, and interactions. While specific core values may vary slightly over time or in different contexts, here are some commonly recognized core values that NatWest Group may uphold:

1. Integrity: NatWest Group values honesty, transparency, and ethical conduct in all business dealings, maintaining trust and credibility with stakeholders.
2. Customer Focus: Putting customers at the center of decision-making processes, striving to understand and meet their needs while providing exceptional service.
3. Innovation: Encouraging creativity, continuous improvement, and the adoption of new technologies and ideas to drive sustainable growth and competitive advantage.
4. Teamwork and Collaboration: Fostering a collaborative work environment where employees work together across functions, disciplines, and geographies to achieve common goals.



REVIEW OF LITERATURE

Job satisfaction is a multifaceted construct that has garnered significant attention in organizational psychology and management literature. According to Locke's (1976) definition, job satisfaction is the pleasurable or positive emotional state resulting from one's job experience. Herzberg's TwoFactor Theory (1959) further delineates job satisfaction factors into hygiene factors (e.g., working conditions, salary) and motivators (e.g., recognition, achievement), highlighting the complex interplay between extrinsic and intrinsic motivators in influencing job satisfaction levels.

Numerous studies have explored job satisfaction within the banking sector, recognizing its importance in employee motivation, retention, and organizational performance. For instance, a study by Smith and Robertson (2017) found a positive correlation between job satisfaction and employee engagement in the banking industry, emphasizing the role of effective leadership and communication in fostering satisfaction.

In the context of NatWest Group, limited literature directly addresses job satisfaction among its employees. However, studies on similar financial institutions offer valuable insights. For example, a study by Johnson et al. (2020) highlighted the impact of organizational culture on job satisfaction in banking, emphasizing the need for a supportive and inclusive work environment.

Gaps in the literature include a lack of recent studies specifically focused on job satisfaction trends within NatWest Group and a dearth of research examining job satisfaction from a holistic perspective, considering factors such as work-life balance, career development opportunities, and employee well-being.

This review underscores the importance of conducting a comprehensive study within NatWest Group to assess job satisfaction levels, identify influencing factors, and provide actionable recommendations to enhance employee satisfaction and organizational performance.



RESEARCH METHODOLOGY

5.1 METHODOLOGY

Research methods are the techniques and tools by which you research a subject or a topic. Research methodology involves the learning of various techniques to research and acquiring knowledge to perform tests, experiments, surveys, and critical analysis.

Research methodology simply refers to the practical “how” of any given piece of research. It’s about how a researcher systematically designs a study to ensure valid and reliable results that address the research aims and objectives.

5.2 RESEARCH INSTRUMENT.

A questionnaire was prepared to keep the objective in mind, the questions were structured and directed to make the respondent understand them easily. The respondent has to use a rating scale to answer some questions. The questionnaire includes open-ended and closed-ended questions.

5.3 DESCRIPTIVE RESEARCH

Descriptive research design is called explanatory design. This describes the demographic characteristics of employers who are attending training programs. Descriptive studies are undertaken in many

circumstances. When the researcher is interested in knowing the characteristics of certain groups such as age, occupation, experience, etc., a descriptive study is necessary. Hence the researcher has chosen the descriptive research method for the study.

5.4 RESEARCH DESIGN

The study was based on a survey method. The study aims to find the satisfaction levels of employees

5.5 PERIOD OF STUDY

This study on employee satisfaction was conducted during 28 days

DATA ANALYSIS AND INTERPRETATION

6.1 PERCENTAGE ANALYSIS

The following consist of the data analysis and interpretation of my questionnaire Survey analysis of data

TABLE NO 6.1.1

Age of respondents

AGE	NO. OF RESPONDENTS	PERCENTAGE
18-29	20	21.05
30-39	33	34.74
40-55	27	28.42
55+ years	15	15.79
Total	95	100

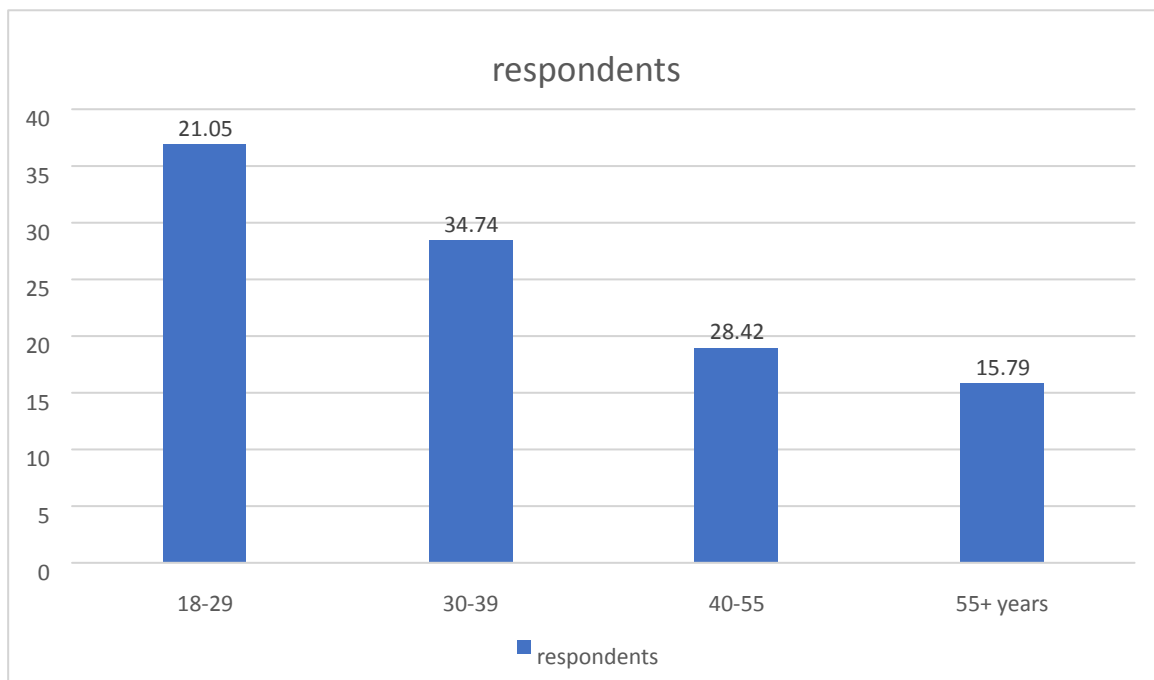


Fig 6.1.1

INTERPRETATION:

The above table interpreted that 36.84% of respondents are of the age group 18-29, 28.42% of them belong to the age group 30-39 and 18.95% belong to the age group 40-55 and 15.79 are the age group of 55+years.

TABLE NO 6.1.2

GENDER OF RESPONDENTS

GENDER	NO. OF RESPONDENTS	PERCENTAGE
Male	68	71.58
Female	27	28.42
Total	95	100

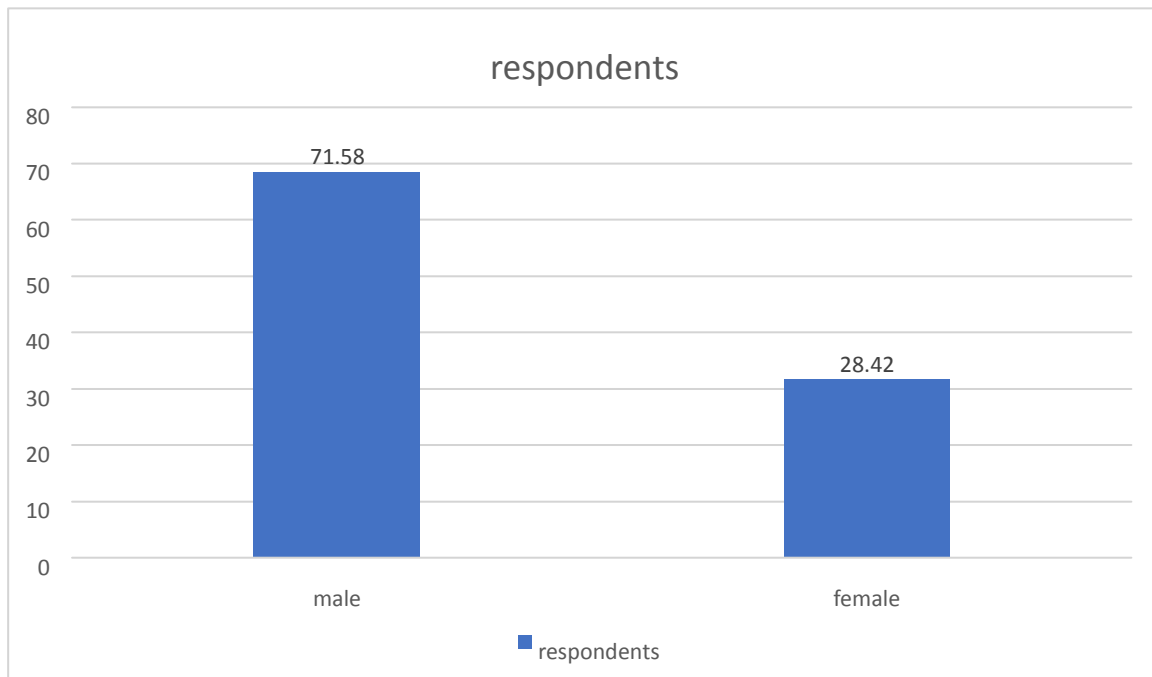


Fig 6.1.2

INTERPRETATION

The above table interpreted that 68.42% were respondent male, 32.58% were respondent's female

TABLE NO 6.1.3

EXPERIENCE OF RESPONDENTS

OPTIONS	NO. OF RESPONDENTS	PERCENTAGE
Less than a year	10	10.53
1-3 years	27	28.42
4-6 years	33	34.74
More than ten years	25	26.32
Total	95	100

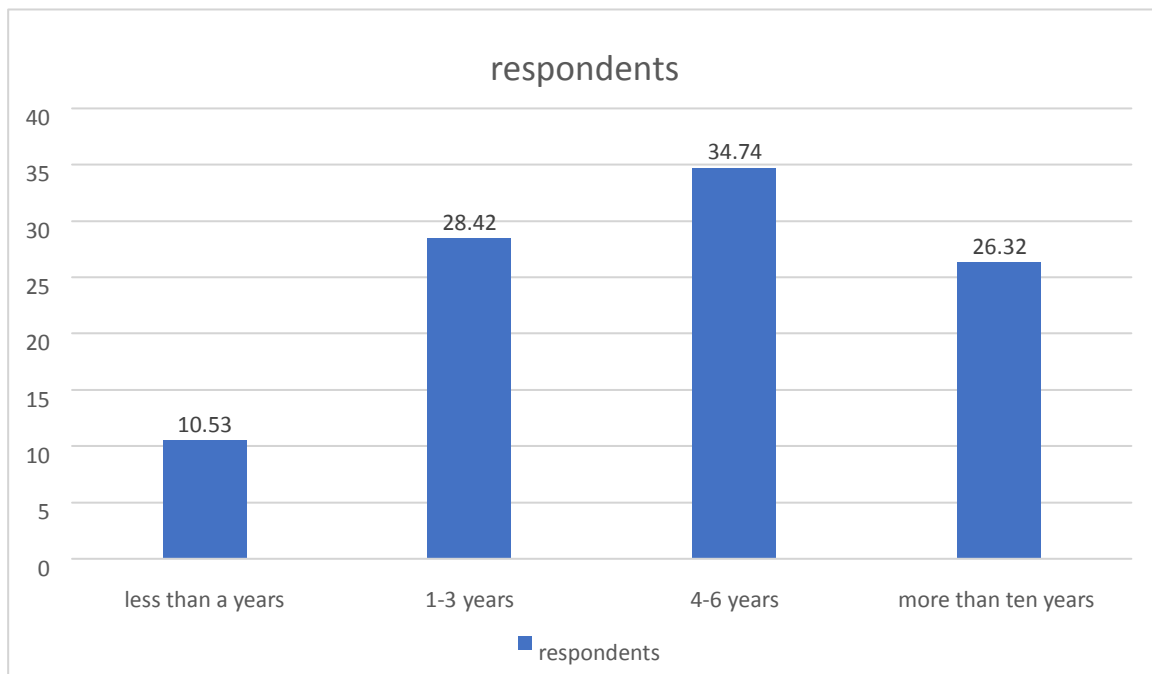


Fig no 6.1.3

INTERPRETATION

From the above table, 10.53% of employees have working experience in less than a year, and 28.42% of employees have the working experience in 1-3 years. Between 34.74% of employees have the working experience in 4-6, at the time 26.32% of employees have the working experience of more than 10 years in this organization.

TABLE NO 6.1.4

Q: THE COMPANY HAS AN EFFECTIVE WORK CULTURE

OPTIONS	NO. OF RESPONDENTS	PERCENTAGE
Strongly agree	41	43.16
Agree	28	29.47
Neither	12	12.63
Disagree	9	9.47
Strongly disagree	5	5.26
Total	95	100

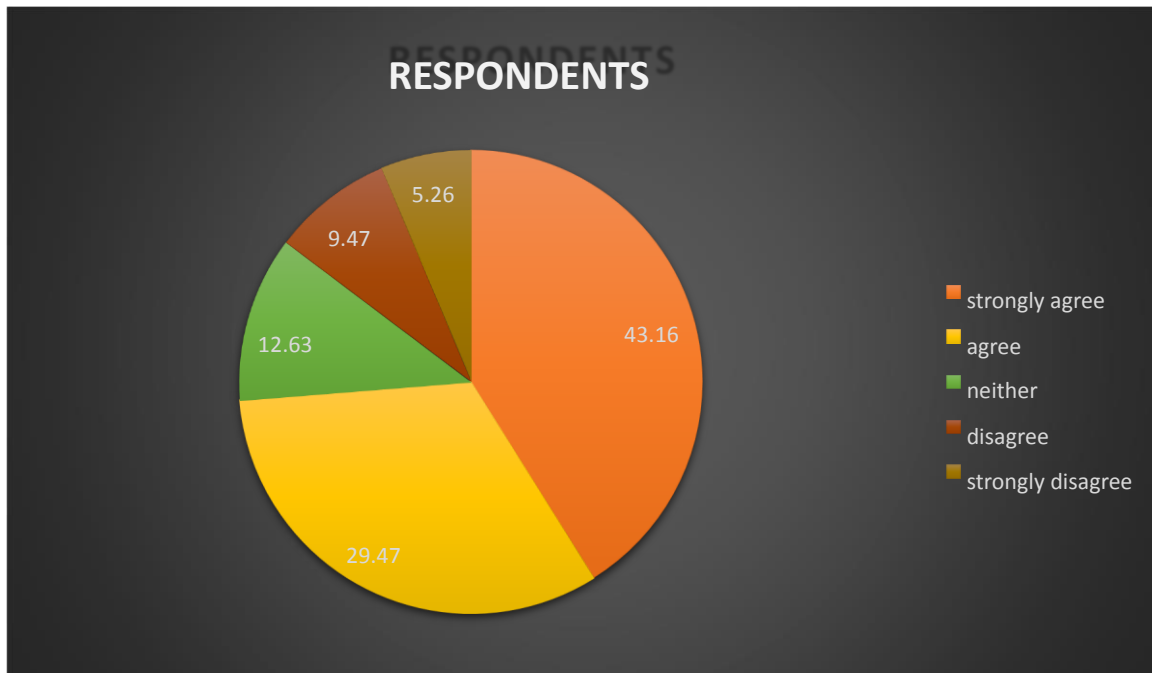


Fig no 6.1.4

INTERPRETATION

From the above table, 43.16% of the employees strongly agree with their work culture and 29.47% of employees agree, 12.63% of employees neither, 9.47% of employees disagree, and 5.26% of employees strongly disagree.

TABLE NO 6.1.5

Q. THE ORGANIZATION IS OPEN TO THE CHANGE

OPTIONS	NO. OF RESPONDENTS	PERCENTAGE
Strongly agree	41	43.16
Agree	28	29.47
Neither	11	11.58
Disagree	9	9.47
Strongly disagree	6	6.32
Total	95	100

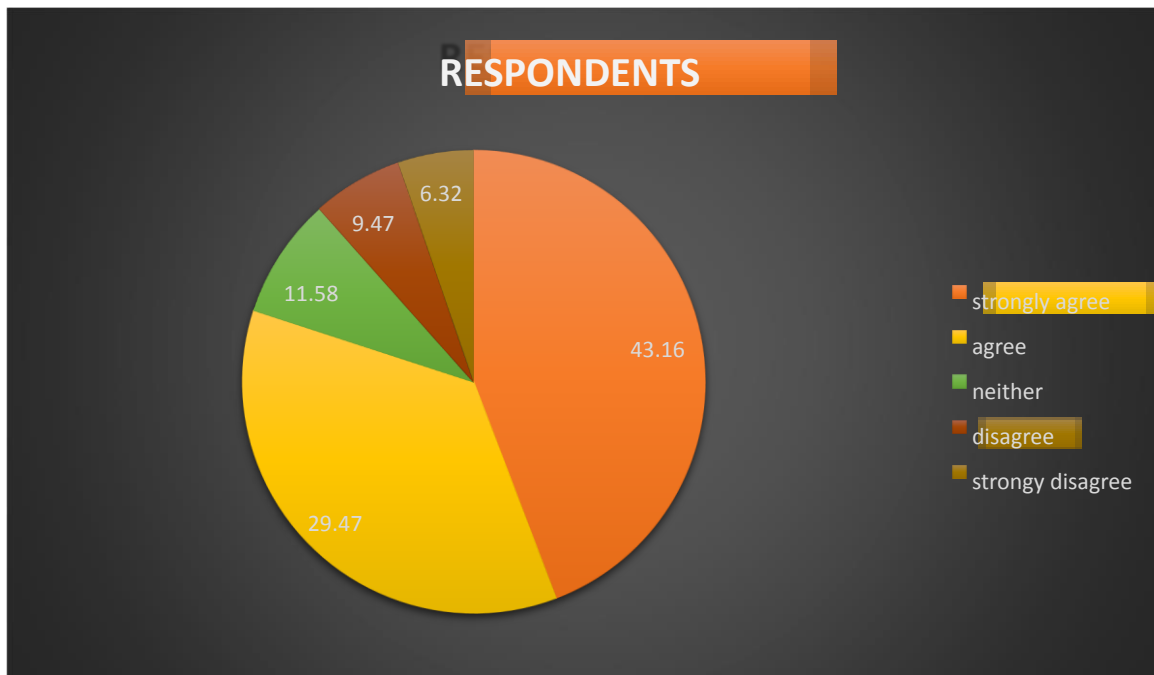


Fig no 6.1.5

INTERPRETATION

From the above table, 43.16% of the employees strongly agree that the organization is open to the change and 29.47% of employees agree, 11.58% of employees neither, 9.47% of employees disagree, and 6.32% employees strongly disagree.

TABLE NO 6.1.6

Q. COMMUNICATION IS EFFECTIVE AND TIMELY AMONG THE EMPLOYEEE

OPTIONS	NO. OF RESPONDENTS	PERCENTAGE
Strongly agree	46	48.42
Agree	26	27.37
Neither	9	9.47
Disagree	8	8.42
Strongly disagree	6	6.32
Total	95	100

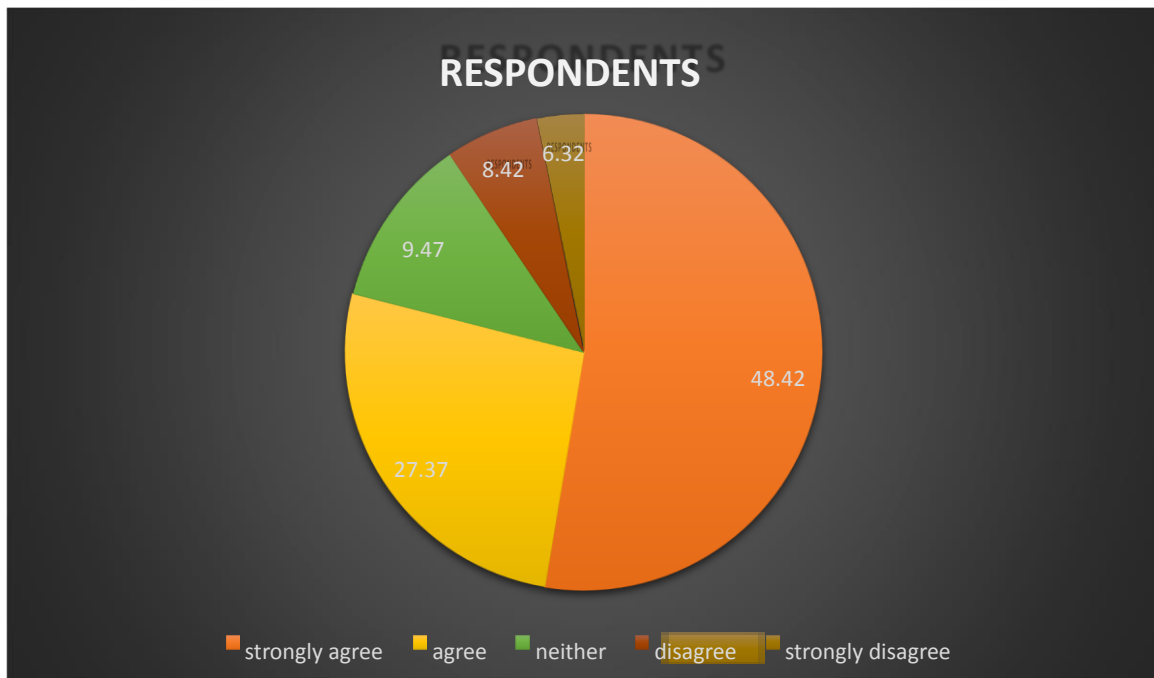


Fig no 6.1.6

INTERPRETATION

From the above table, 48.42% of the employees strongly agree that the communication is effective among the employees and 27.37% of employees agree, 9.47% of employees neither, 8.42% of employees disagree, and 6.32% employees strongly disagree.

TABLE NO 6.1.7

Q. DELEGATION OF WORK IS EFFECTIVE IN THE ORGANIZATION

OPTIONS	NO.OF. RESPONDENTS	PERCENTAGE
Strongly agree	40	42.11
Agree	24	25.26
Neither	17	17.89
Disagree	7	7.37
Strongly disagree	7	7.37
Total	95	100

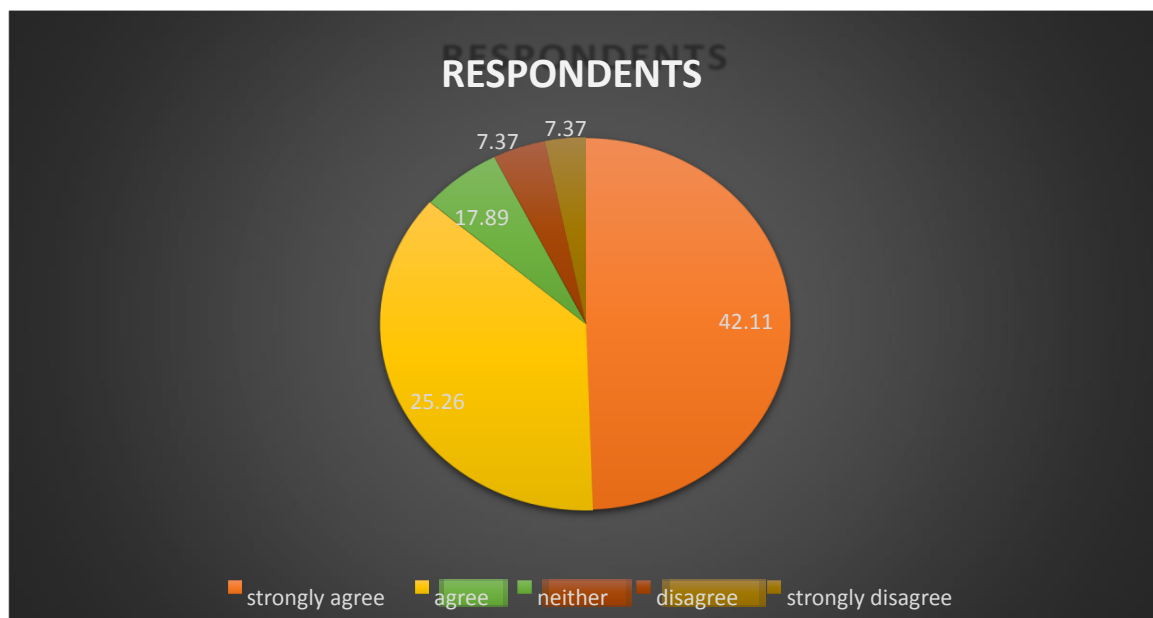


Fig no 6.1.7

INTERPRETATION

From the above table, 49.47% of the employees strongly agree that the delegation of work is effective in the organization and 36.84% of employees agree, 6.32% of employees neither, 4.12% of employees disagree, and 3.16% employees strongly disagree.

TABLE NO 6.1.8 Q. THE COMPANY GIVES REQUIRED MATERIALS, RESOURCES, AND TECHNOLOGIES TO YOUR JOB

OPTIONS	NO. OF. RESPONDENTS	PERCENTAGE
Strongly agree	45	47.37
Agree	24	25.26
Neither	13	13.68
Disagree	8	8.42
Strongly disagree	5	5.26
Total	95	100

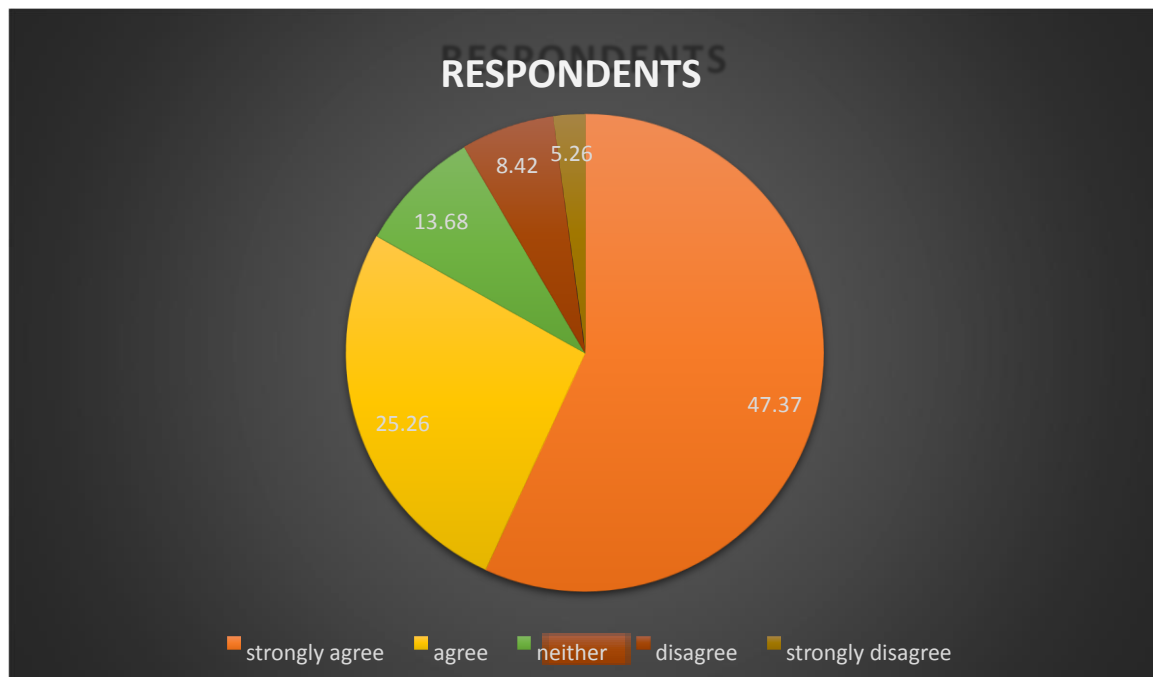


Fig no 6.1.8

INTERPRETATION

From the above table 47.37% of the employees strongly agree that the company gives required materials, and resources for their job and 25.26% of employees agree, 13.68 of employees neither, 8.42% of employees disagree, and 5.26% employees strongly disagree.

TABLE NO 6.1.9

Q. THE JOB RESPONSIBILITIES ARE CLEARLY DEFINED

OPTIONS	NO. OF. RESPONDENTS	PERCENTAGE
Strongly agree	49	51.58
Agree	18	18.95
Neither	12	12.63
Disagree	9	9.47
Strongly disagree	7	7.73
Total	95	100

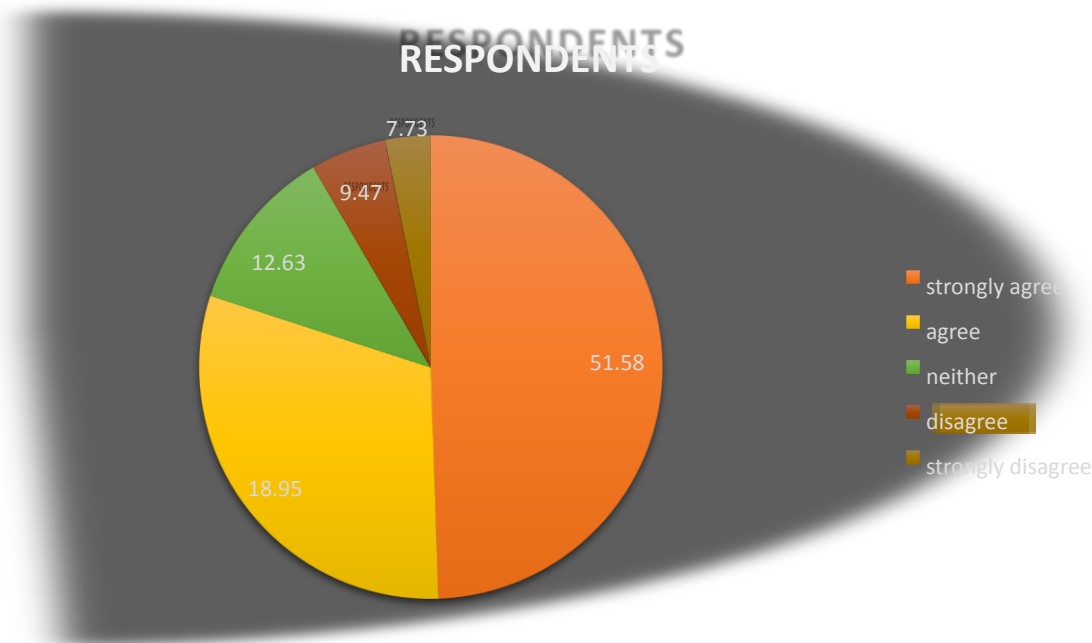


Fig no 6.1.9

INTERPRETATION

From the above table, 51.58% of the employees strongly agree that the job responsibilities are clearly defined and 18.95% of employees agreed 12.63% of employees neither, 9.47% of employees disagree, and 7.73% employees strongly disagree.

TABLE NO 6.1.10

Q. THE COMPANY FOLLOWS STRATEGIC OBJECTIVES

OPTIONS	NO. OF RESPONDENTS	PERCENTAGE
Strongly agree	44	46.32
Agree	24	25.26
Neither	12	12.63
Disagree	10	10.53
Strongly disagree	5	5.26
Total	95	100

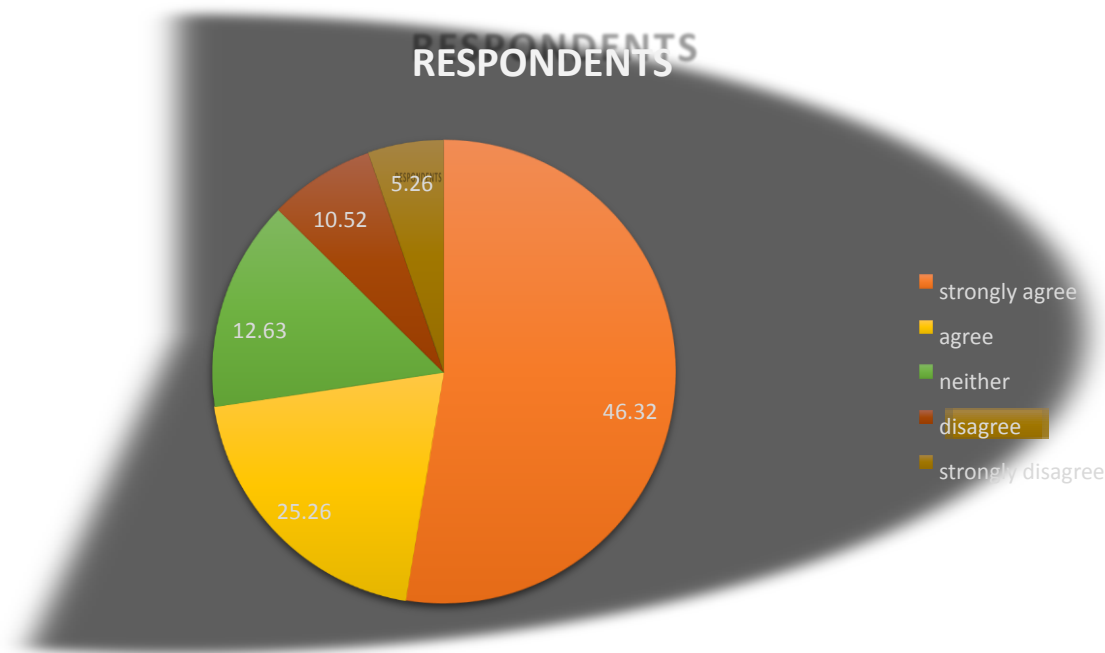


Fig no 6.1.10

INTERPRETATION

From the above table, 46.32% of the employees strongly agree in the company follows strategic objectives and 25.26% of employees agree, 12.63% of employees neither, 10.52% of employees disagree, and 5.26% employees strongly disagree.

TABLE NO 6.1.11

Q. MANAGEMENT INVOLVES IN THE SUCCESS OF PERSONAL GROWTH AND PROFESSIONAL GROWTH

OPTIONS	NO. OF. RESPONDENTS	PERCENTAGE
Strongly agree	44	46.32
Agree	25	26.32
Neither	14	14.74
Disagree	8	8.42
Strongly disagree	4	4.21
Total	95	100

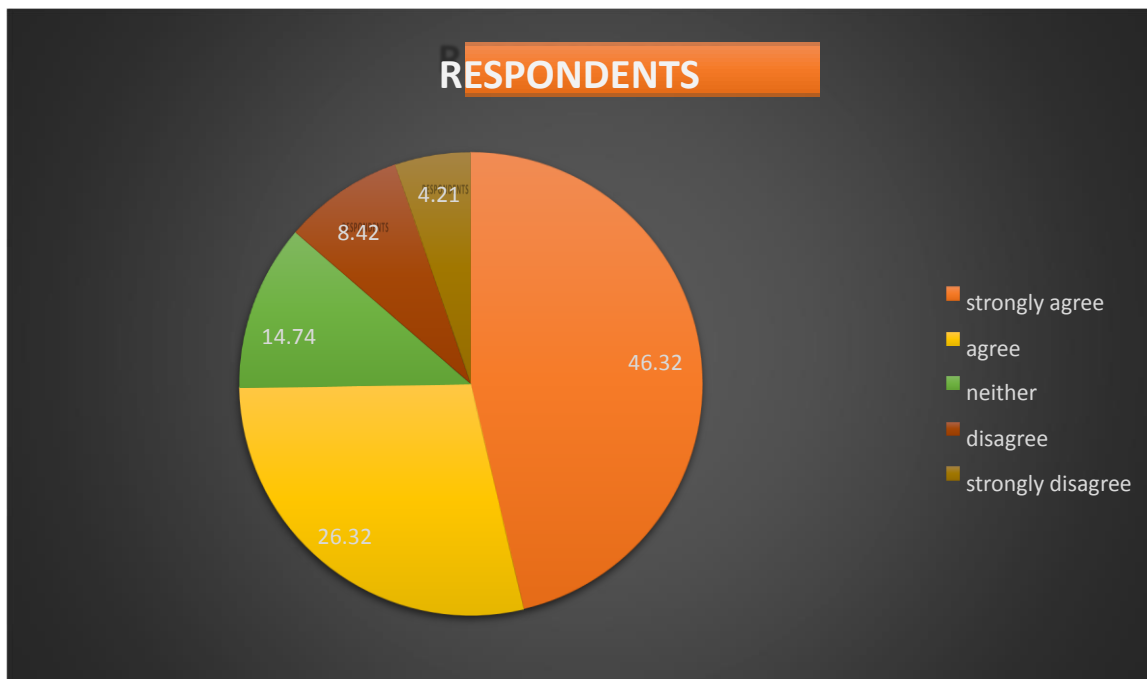


Fig no 6.1.11

INTERPRETATION

From the above table, 46.32% of the employees strongly agree with the success of personal growth and professional growth and 26.32% of employees agree, 14.74% of employees neither, 8.42% of employees disagree, and 4.21% employees strongly disagree.

TABLE NO 6.1.12

Q. THE COMPANY CREATES AN ATMOSPHERE OF WORK-LIFE BALANCE

OPTIONS	NO. OF RESPONDENTS	PERCENTAGE
Strongly agree	42	44.21
Agree	23	24.21
Neither	12	12.63
Disagree	10	10.53
Strongly disagree	8	8.42
Total	95	100

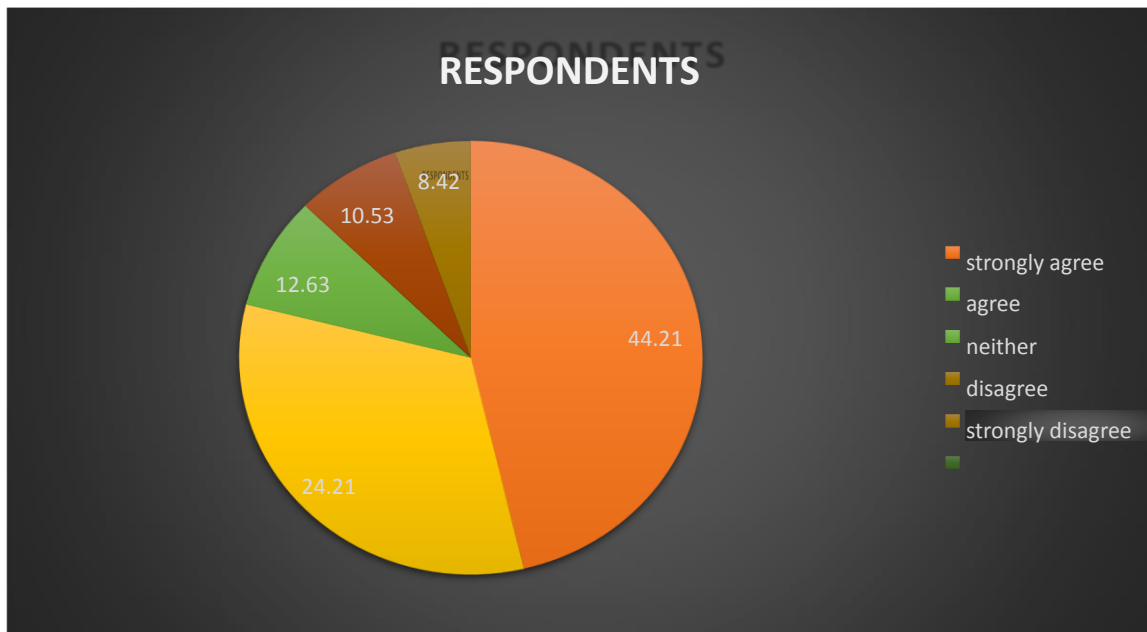


Fig no 6.1.12

INTERPRETATION

From the above table 44.21% of the employees strongly that the company creates an atmosphere for their work-life balance and 24.21% of employees agree, 12.63% of employees neither, 10.53% of employees disagree, and 8.42% employees strongly disagree.

TABLE NO 6.1.13

Q. INVOLVEMENT OF EMPLOYEES IS EFFECTIVE IN THE DECISIONMAKING PROCESS

OPTIONS	NO. OF. RESPONDENTS	PERCENTAGE
Strongly agree	40	42.11
Agree	27	28.42
Neither	13	13.68
Disagree	9	9.47
Strongly disagree	6	6.32
Total	95	100

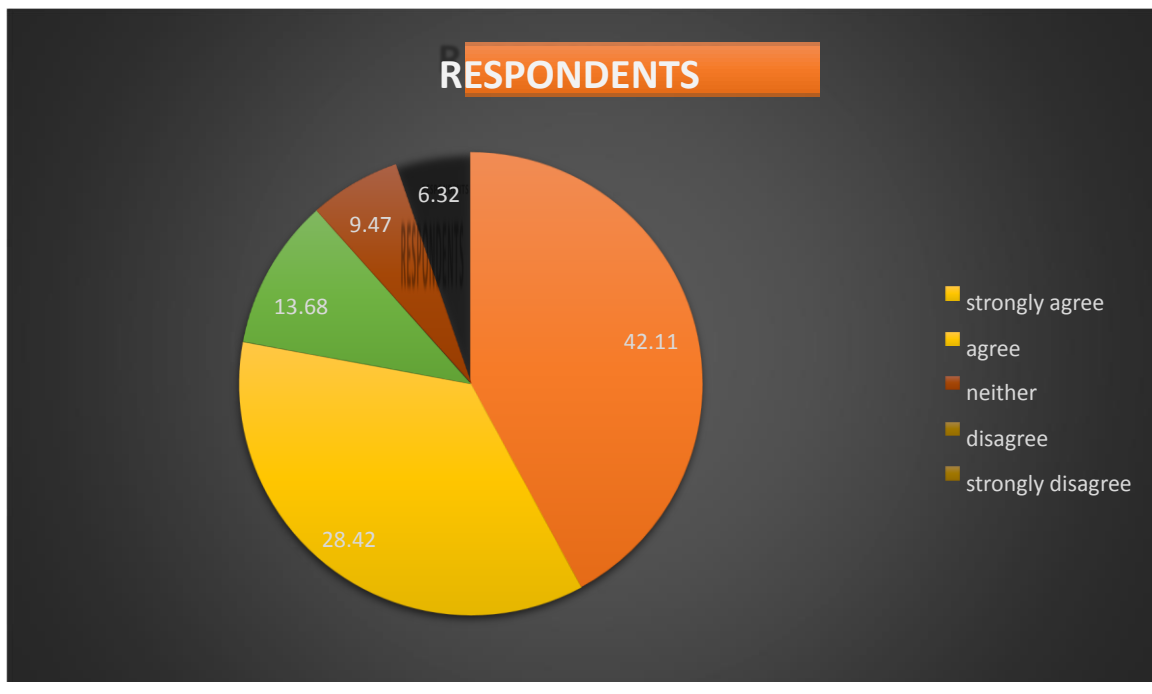


Fig no 6.1.13

INTERPRETATION

From the above table, 42.11% of the employees strongly agree in employees are effective in the decision-making process and 28.42% of employees agree, 13.68% of employees neither, 9.47% of employees disagree, and 6.32% employees strongly disagree.

TABLE 6.1.14

Q. FEEDBACK IS COMMUNICATED IN THE ORGANIZATION FOR EMPLOYEE SALUBRITY AND INDISPENSABLE CHANGES ARE MADE

OPTIONS	NO. OF. RESPONDENTS	PERCENTAGE
Strongly agree	46	48.42
Agree	24	25.26
Neither	10	10.53
Disagree	9	9.47
Strongly disagree	6	6.32
Total	95	100

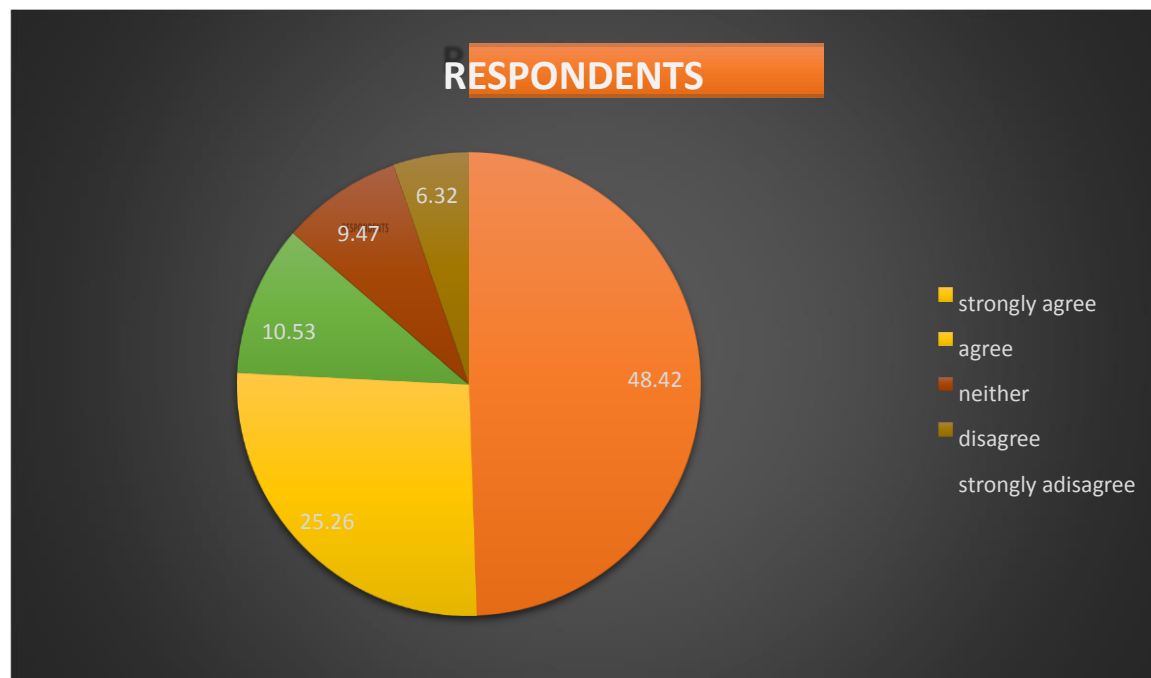


Fig no 6.1.14

INTERPRETATION

From the above table, 48.42% of the employees strongly agree that the feedback is communicated in the organization and 25.26% of employees agree, 10.53% of employees neither, 9.47% of employees disagree, and 6.32% employees strongly disagree.

TABLE NO 6.1.15

Q. THE COMPANY RECOGNIZES THAT DILIGENCE WORKS EFFECTIVELY

OPTIONS	NO. OF. RESPONDENTS	PERCENTAGE
Strongly agree	46	48.42
Agree	22	23.16
Neither	15	15.79
Disagree	8	8.42
Strongly disagree	4	4.21
Total	95	100

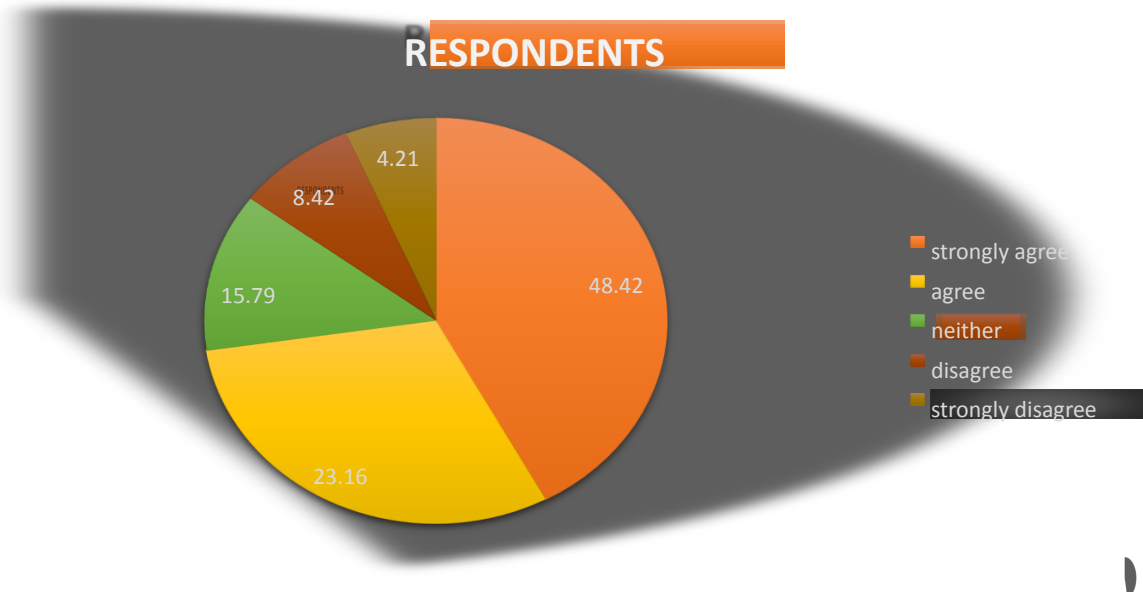


Fig no 6.1.15

INTERPRETATION

From the above table, 48.42% of the employees strongly agree that the company recognizes that diligence works effectively and 23.16% of employees agree, 15.79% of employees neither, 8.42% of employees disagree, and 4.21% employees strongly disagree.



6.2 CHI-SQUARE TEST

NULL HYPOTHESIS H0: There is no significant difference between the gender and organization's effective work culture

ALTERNATIVE HYPOTHESIS H1: There is a significant difference between the gender and organization's effective work culture

Case Processing Summary

	Cases		Missing		Total	
	Valid					
	N	Percent	N	Percent	N	Percent
Gender of respondents * organizations' effective work culture	95	100.0%	0	0.0%	95	100.0%
Gender of respondents * involvement in decision making	95	100.0%	0	0.0%	95	100.0%

Gender of respondents * organizations’ effective work culture

Crosstab

			strongly agree	agree	neither	disagree	strongly disagree	Total
Gender	of Male	Count	30	21	8	5	4	68
respondent		% within Gender of respondent	44.1%	30.9%	11.8%	7.4%	5.9%	100.0%
	femal	Count	11	7	4	3	2	27
	e	% within Gender of respondent	40.7%	25.9%	14.8%	11.1%	7.4%	100.0%
Total		Count	41	28	12	8	6	95
		% within Gender of respondent	43.2%	29.5%	12.6%	8.4%	6.3%	100.0%

Chi-Square Tests

	Value	df	Asymptotic Significance (2-sided)
Pearson Chi-Square	.750 ^a	4	.945
Likelihood Ratio	.731	4	.947
Linear-by-Linear Association	.449	1	.503
N of Valid Cases	95		

a. 4 cells (40.0%) have an expected count of less than 5. The minimum expected count is 1.71.

Symmetric Measures

		Value	Approximate Significance
Nominal by Nominal	Phi	.089	.945
	Cramer's V	.089	.945
	Contingency Coefficient	.088	.945
N of Valid Cases		95	

The value is 0.05 & P-value is 0.945. The P-value is greater than the value that the The null hypothesis is cannot be rejected and there is a significant difference in gender and organization effective work culture.

Gender of respondents * Involvement in decision making

Crosstab

		Involvement decision making					Total
		strongly agree		neither disagree strongly			
		agree	agree r	disagree	strongly disagree		
Gender of male respondent	Count	32	18	9	5	4	68
	% within Gender of respondent	47.1%	26.5%	13.2%	7.4%	5.9%	100.0%
female	Count	8	10	4	3	2	27
	% within	29.6%	37.0%	14.8%	11.1%	7.4%	100.0%



	% within Gender of respondent	42.1%	29.5%	13.7%	8.4%	6.3%	100.0%
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	Gender of respondent		%				%
Total	Count	40	28	13	8	6	95

Chi-Square Tests

	Value	df	Asymptotic Significance (2-sided)
Pearson Chi-Square	2.557 ^a	4	.634
Likelihood Ratio	2.606	4	.626
Linear-by-Linear Association	1.269	1	.260
N of Valid Cases	95		

a. 4 cells (40.0%) have an expected count of less than 5. The minimum expected count is 1.71.



Symmetric Measures

	Value	Approximate Significance
Contingency Coefficient	.162	.634
N of Valid Cases	95	
Nominal Nominal by Phi	.164	.634
Cramer's V	.164	.634

The value is 0.05 & P-value is 0.634. The P-value is greater than the value that the null hypothesis is cannot be rejected and there is a significant difference in gender and involvement in decision making



FINDINGS, SUGGESTIONS, AND CONCLUSION

Based on the analysis and discussion of primary data in the previous chapter.

Findings, Suggestions, and Conclusion on the study in a logical manner

7.1 FINDINGS

- Majority of 36.84% of respondents are aged below
- From the survey 68.42 pf respondents are male and 31.58 are females
- 44.21% of employees strongly agree the organization is open to the change
- 41.05% of employees strongly agree that the company has an effective work culture
- The majority of employees are satisfied that the communication is effective among people
- 49.47% of employees strongly agree delegation of work is effective
- 56.84% of employees are highly satisfied that the organization provide all kind of required materials
- 49.47% of employees are satisfied that the job responsibilities are defined
- The overall employees accepted the company follows the strategic objectives
- 46.32% of employees agreed that management involves success in personal growth and professional growth.
- 46.32% of employees strongly agree that the company creates an atmosphere of work-life balance
- 42.11% of employees are highly satisfied with their involvement ineffective the organization
- 49.47% of the majority of the employees accepted the feedback communication among the employees is made indispensable changes.
- 42.11% of employees strongly agree that the recognized religions work effectively.
- 52.53% of employees are highly satisfied that the welfare facilities are provided.
- The majority of employees are strongly agreeing the training program are carried out regularly.



7.2 SUGGESTIONS

- They have to conduct training programs regularly
- Management should provide an opportunity to practice the learned in the workplace
- Training program should also include the latest technology and current information
- The trainee should make the employees to aware of the personal benefits he can achieve better performance through training
- Training provided to employees on their requirements
- They should also concentrate on training programs such as achieving selfdevelopment, increasing organization stability, helping to handle stress and tension

7.3 Conclusion

The study was conducted to find out the link between job satisfaction and the performance of employees working in private organizations. While studying the relationship of job satisfaction with different variables such as qualification, gender, occupation, family system, and marital status, it is concluded that job satisfaction has no significant association with gender, qualification, family system, as well as marital status. It is determined from the study that job satisfaction is significantly correlated with the occupation of employees. Hence, medical doctors are more satisfied with their jobs as compared to teachers and bankers. Furthermore, it is also concluded from the above results that the performance of satisfied employees is superior as compared to dissatisfied employees. Hence, the above results suggested that to improve the performance of employees such as quality of work, productivity, and leadership qualities, organizations should consider obvious factors of job satisfaction. Based on the above points we can say that employee attitudes typically reflect the morals of the company. In areas of customer service and sales, happy employees are extremely important because they represent the company to the public. So, every organization should develop strategies that strengthen the work environment and increase employee morale and employee satisfaction to enhance employee performance and productivity, which ultimately results in high profits, customer satisfaction as well as customer retention.



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